

## Contact & Call Centre - Randstad

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Company: Randstad

Location: Australia

Category: office-and-administrative-support

Randstad is collaborating with a leading government services provider in search of skilled professionals in customer service and call center roles for part-time positions on a 6-month contract basis, with potential extensions. These positions are based in the Melbourne CBD.

### About the Role:

The position involves addressing customer inquiries promptly and efficiently over the phone within the Contact Centre, adhering to policies and guidelines and meeting customer service experience standards. Additionally, you will be required to work face-to-face in customer service centres as needed.

Full training is provided to help you excel in the position. You will be able to work upto 3 days from home, after one after 3 months of being in the position. You may be able to work additional hours based on the business requirements.

### Key Accountabilities:

Provide an accurate and efficient response to internal and external customer enquiries in accordance with polices and guidelines

Acknowledge and resolve escalated enquiries and accurately record and refer unresolved issues through appropriate channels

Collaborate with team members to ensure a seamless customer experience

Provide timely and accurate responses to customer inquiries via phone, email and face to face on occasion

Participate in learning and development to become a subject matter expert

#### Key Capabilities:

Previous experience in customer service and call center roles

Excellent communication skills, both verbal and written

Proficient with computer systems and CRM software

Ability to multitask and prioritize in a fast-paced environment

Must be available to work Monday - Friday 5 hours each day( 8:00am-1:00 pm or 9:30am-2:30 pm)

Must be able to work in a call centre and face-to-face customer service centre

Candidates must have full Australian working rights and 2 doses of Covid vaccination mandatory

At Randstad, we are passionate about providing equal employment opportunities and embracing diversity to the benefit of all. We actively encourage applications from any background.

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